



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

### BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 246<sup>LS</sup> Dated, the 22.04.2024

**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-90/2024		
2	Complainant/s	Name & Address The President Shiva Shakti P.P, Repr. By Sri Bhubaneswar Sahu, At/Po-Kalam, Ps-Sadar Bhawanipatna, Dist.- Kalahandi.	Consumer No 9030-0102-2530	Contact No.
3	Respondent/s	Name Sri Kalyan Munda (I/C A.M(F&C)), Repr. For Sri Manash Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.	Division Kalahandi East Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	✓
		3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load	
		5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer	
		7. Interruptions	8. Metering	
		9. New Connection	10. Quality of Supply & GSOP	
		11. Security Deposit / Interest	12. Shifting of Service Connection & equipment's	
		13. Transfer of Consumer Ownership	14. Voltage Fluctuations	
		15. Others (Specify) -		
6	Section(s) of Electricity Act, 2003 involved			
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u> 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u></u> 3. OERC Conduct of Business) Regulations,2004; Clause <u></u> 4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u> 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u> 6. Others		
8	Date(s) of Hearing	19.02.2024		
9	Date of Order	22.04.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any	Nil		

CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Bhawanipatna**

**Appeared:**

1. **For the Complainant** – The President Shiva Shakti P.P, Repr. By Sri Bhubaneswar Sahu, At/Po-Kalam, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kalyan Munda (I/C A.M(F&C)), Repr. For Sri Manash Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-90/2024**

The President Shiva Shakti P.P,  
Repr. By Sri Bhubaneswar Sahu,  
At/Po-Kalam,  
Ps-Sadar Bhawanipatna,  
Dist.-Kalahandi.

**Con. No.9030-0102-2530**

**COMPLAINT**

Sri Kalyan Munda (I/C A.M(F&C)),  
Repr. For Sri Manash Ranjan Mati,  
EE, KEED, Bhawanipatna,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer The President Shiva Shakti P P, Repr. By Sri Bhubaneswar Sahu, AT/P.O- Kalam, Ps- Sadar, Bhawanipatna Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Bhawanipatna on dt.19.02.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ irrigation supply with CD of 9.50 KW having consumer no-9030-0102-2530 under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant the bill was served from date of power supply to 12/2022 on average basis.
- 3) The complainant has intimated the same to the OP, but till date the OP remains silent for which getting no other way the complainant has approached this forum for redressal of his grievance.

The complainant has prayed for:

To revise the average bill from date of power supply to 12/2022.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

The OP (EE, KEED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:



- 1) PVR
- 2) Bill details from August 2005 to January 2024
- 3) Date of supply 16.03.2004
- 4) Category: LT/ Irrigation Pumping and agriculture
- 5) Connected Load 9.50 KW
- 6) Meter No- 10025692
- 7) Installed on: 12.12.2022 with IMR: "0"
- 8) CMR: 13442 Kwh as on 29.02.2024
- 9) Meter Status: Ok
- 10) Facts of the complainant: Revision of bill from 01/2021 to 12/2022.
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:
  - The consumer was billed as defective from the date of power supply to 12/2022.

#### FINDINGS / OBSERVATIONS OF THE FORUM

On perusal of the complaint petition with all relevant enclosures as well as submission of OP and billing statement; the forum observes the followings:

- The complainant reiterated for revise the average bill was raised from date of power supply to 12/2022. The OP submitted that the consumer was billed as defective from the date of power supply to 12/2022.
- As per billing database the bill revision towards defective period assessment from 12/2017 to 11/2022 and reversal of high units billed during TPWODL period has already considered, effect on dtd 31.03.24 & 31.03.23 respectively.


**ORDER**  
**22.04.2024**

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- As the bill revision/ adjustment has already been considered in the billing database, so no need to revise the bill.

Case is disposed of accordingly. Case is hereby dropped.

  
**B. NAIK**  
Co-Opted Member  
Co-Opted Member  
OER, Bhawanipatna

  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
OER, Bhawanipatna

Copy to: -

1. The President Shiva Shakti P P, Repr. by Sri Bhubaneswar Sahu, AT/P.O- Kalam, Ps-Sadar Bhawanipatna Dist- Kalahandi.
2. EE, KEED, Bhawanipatna, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.

**"If the Complainant is aggrieved with this order of the Grievance Redressal Forum, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**